

COUNTY COUNCIL

PROGRAM:

Council Staff Operations

PROGRAM ELEMENT:

Legislative Information Services (LIS)

PROGRAM MISSION:

To provide County residents with accurate, timely, and relevant information about issues that come before the County Council in order to assist County residents in solving problems

COMMUNITY OUTCOMES SUPPORTED:

- A government that is open, accessible, and responsive to residents
- Encouragement of community input on budgetary, legislative, and land use questions that come before Council
- Delivery of quality services
- Provision of a variety of means by which residents can conveniently interact with and influence County Council members
- Informed citizens
- Greater participation by citizens in government processes and decisions
- Increased public awareness of the Council's deliberations

PROGRAM MEASURES^a

	FY03 ACTUAL	FY04 ACTUAL	FY05 ACTUAL	FY06 BUDGET	FY07 CE REC
Outcomes/Results:					
Percentage of residents who contacted the County Council who felt that their issues and concerns were considered ^b	NA	NA	NA	NA	TBD
Percentage of website visitors surveyed who felt that the Council website provided them with useful information ^b	NA	NA	NA	NA	TBD
Percentage of residents surveyed who found Council programming on County Cable Montgomery (Channel 6) somewhat or very informative ^b	NA	NA	NA	NA	TBD
Number of persons attending Town Hall meetings ^c	390	370	610	NA	600
Percentage of surveyed attendees at Town Hall meetings who felt that the meeting was:					
- Useful	NA	NA	NA	NA	TBD
- Informative	NA	NA	NA	NA	TBD
Percentage of surveyed citizens contacting the Council President ^d who felt that LIS staff:					
- Had helped them with their problem	NA	NA	NA	NA	TBD
- Had been generally helpful	NA	NA	NA	NA	TBD
Service Quality:					
Percentage of correspondence to the Council President ^d that was answered within 15 days	NA	NA	NA	NA	TBD
Average time to respond to telephone inquiries (hours)	NA	NA	NA	NA	TBD
Average time to respond to correspondence (days)	NA	NA	NA	NA	TBD
Percentage of surveyed citizens served by the LIS who were satisfied with:					
- The accuracy of the information provided	NA	NA	NA	NA	TBD
- The timeliness of the response	NA	NA	NA	NA	TBD
- The courtesy of the staff	NA	NA	NA	NA	TBD
Percentage of Council website users surveyed who were satisfied with:					
- Their ability to find the information that they needed	NA	NA	NA	NA	TBD
- The ease with which they could navigate the website	NA	NA	NA	NA	TBD
- The visual appeal of the website	NA	NA	NA	NA	TBD
Efficiency:					
Council President letters, e-mails, and calls handled per LIS workyear ^e	1,188	1,330	1,416	NA	1,444
Workload/Outputs:^e					
Number of letters, e-mails, and calls received by the Council President ^d	6,534	5,987	6,373	NA	6,500
Number of visitors served by Legislative Information Services	NA	NA	NA	NA	TBD
Number of Council Town Hall meetings ^c	4	3	4	NA	4
Number of residents receiving Council agendas	NA	NA	630	NA	700
Number of page views on the Council website	NA	NA	NA	NA	TBD
Number of media contacts handled by the Legislative Information Coordinator	NA	NA	NA	NA	TBD
Number of Council public hearings	NA	NA	159	NA	150
Number of residents testifying at Council public hearings	NA	NA	612	NA	600
Number of hours of Council programming on County Cable Montgomery (Channel 6)	NA	NA	2,446	NA	2,500
Number of information packets prepared	NA	NA	1,205	NA	TBS
Inputs:					
Expenditures (\$)	NA	NA	376,502	400,000	430,000
Workyears	5.5	4.5	4.5	4.5	4.5

Notes:

^aThis is a new program measures display, and the availability of historical data varies. No performance targets were established in connection with the FY06 budget because the program measures had not yet been developed.

^bResident satisfaction will be assessed by mailing evaluation forms to a sample of 100 persons served by the office, three times per year.

^cA "Town Hall" meeting is a public meeting held in a community by the full Council. The meetings are rotated regularly around the County.

^dLegislative Information Services handles all general correspondence to the Council, which is responded to in the name of the Council President and shared with all Council members.

^eTo be measured by conducting two one-week workload surveys - one during a busy period (e.g. March) and one during a less busy period (e.g. September).

EXPLANATION:

Legislative Information Services performs the public relations function of the Council. In order to facilitate two-way communication between the Council and County residents, staff prepare informational materials, serve as the first-line telephone contact with the public, provide information about the legislative process, update the Council's website, and produce programs for the County's cable channel. Staff keep Council members informed of the views of citizens through a correspondence control system. In addition, Legislative Information Services arranges for and provides notice of public hearings and assembles packets of background material for Council members, the press, and the public.

PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Council members, County government departments and offices, Montgomery County Public Schools, Montgomery College, Washington Suburban Sanitary Commission, Maryland-National Capital Park and Planning Commission.

MAJOR RELATED PLANS AND GUIDELINES: